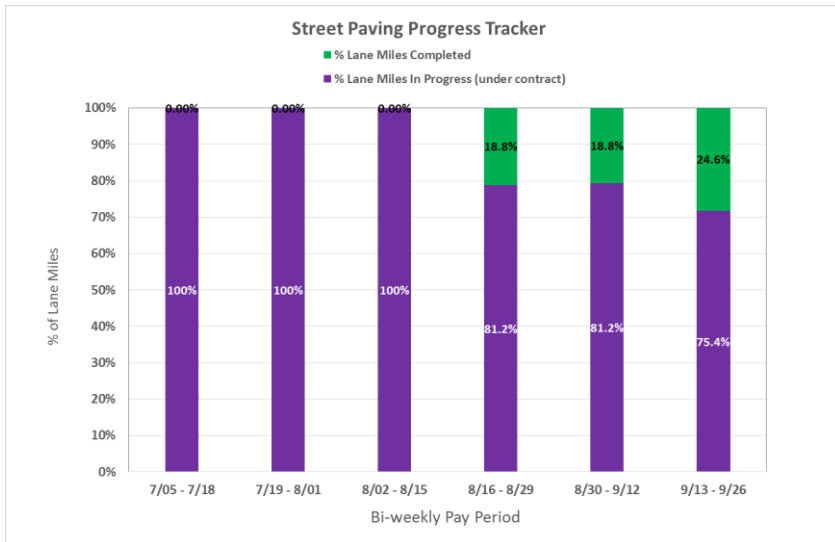


Meeting Summary.

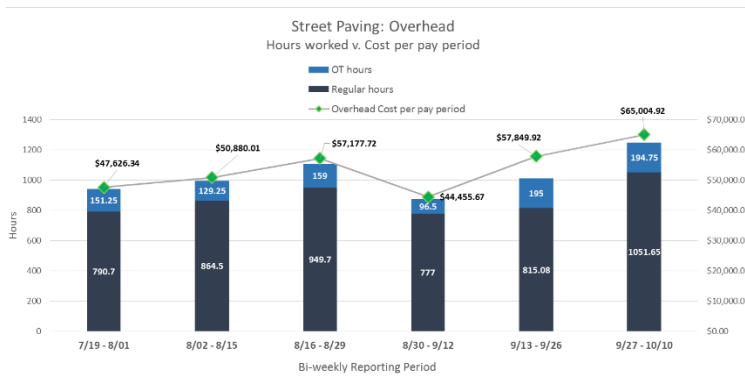
Following is a summary of the issues discussed at the TranStat meeting on October 29, 2015. Analysis provided by the Office of Performance and Data Analytics.

Dashboard

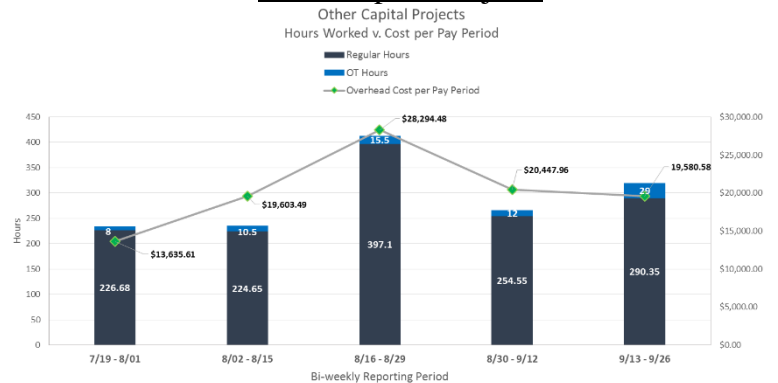
Street Rehab & Paving: 2015 Contracts



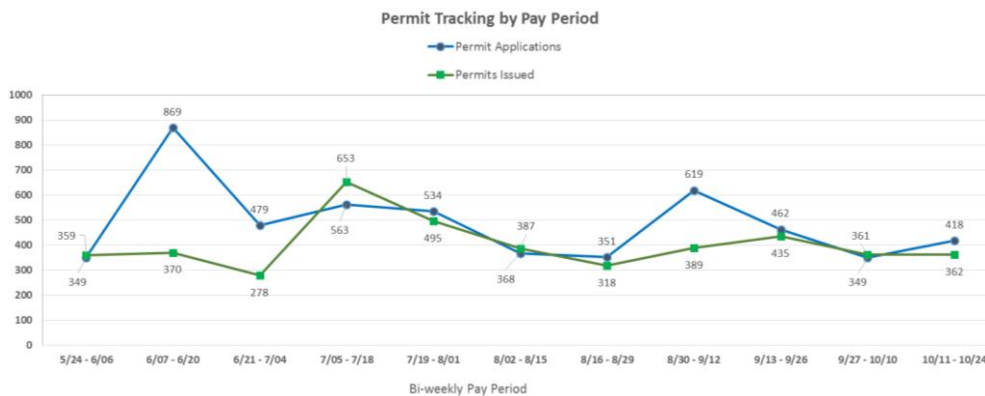
Street Paving



Other Capital Projects

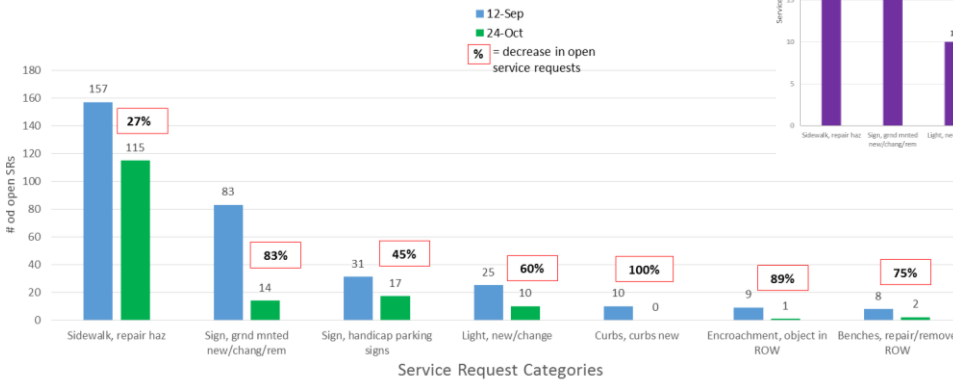


Permitting.

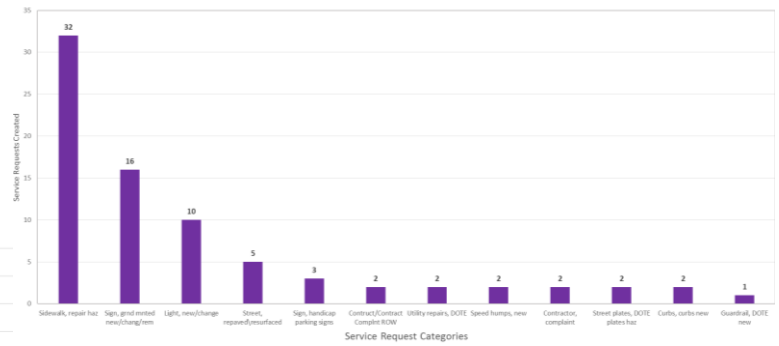


Customer Service Requests

CSR Backlog Progress Tracker:
Number of Service Requests Left Open



Highest Volume Service Request Categories:
as of 10/24



Open Service Requests:
Target Turnaround Time v. Days Open



Permitting.

- **GOAL:** Overview the permitting process to make sure that the City is maximizing revenue while providing a streamlined process for customers.
- **Follow-ups.** As a follow-up to the last CincyStat meeting, the department provided the following permitting information.

Chapter 722 of the CMC (Right-of-Way Occupancy) requires that each person who occupies, uses or seeks to occupy or use the right-of-way to; obtain a permit from the city to do so. DOTE issues permits for occupying the Right of Way. In 2014 we issued 7,754 permits. Our goal is to issue every permit in 21 days. There are numerous types of permits and each has a different cost associated with it.

The following table was provided by the Department as an overview to the permitting process. This table includes a description of each permit type; cost to the customer; turnaround time; and requisite coordination with other entities or agencies.

Name	Permits Issued (2014)	Purpose/Use	Coordination Required	Average Estimated Turnaround Time	Cost
CDTPBAR – Barricade Permit.	273	Private construction (e.g., contractor needs to block a sidewalk/street to construct or demolish a building)	B & I; Traffic & Engineering (DOTE)	LONGER: COORDINATION REQUIRED	Cost is based on the how long the barricade is in place, what area of the city the work is being performed, and the length of the road and sidewalk being barricaded. Example: One lane and 100' in length is barricaded for 3 Months in the CBD: Barricade Fee: \$3526.00 Administration Fee: \$30.00 Site Inspection: \$50 Total: \$3,336.00
CPTDCWWD – Street Opening Permit for Water Works Distribution	786	GCWW: routine maintenance, new services, or emergency work.	Traffic & Engineering (DOTE)	WITHIN 5 DAYS	Cost is based on the amount of sidewalk, road and curb to be disturbed. Example: A 10'X5' trench in the road and a 4'X4' Sidewalk block needs to be replaced Inspection Charge: \$116.00 Administration Fee: \$36.00 Street Opening Fee: \$27.00 Additional Unit Fee: \$1.20 Total: \$180.20
CPTDCWWE – Street Opening Permit for Water Works Engineering	108	GCWW: Engineering does planned capital projects	Traffic & Engineering (DOTE); GCWW	WITHIN 30 DAYS	Cost is based on the amount of sidewalk, road, sod and curb to be disturbed like in the CPTDCWWD permit.

CPTDCWWE – Street Opening Permit for Water Works Engineering	108	GCWW: Engineering does planned capital projects	Traffic & Engineering (DOTE); GCWW	WITHIN 30 DAYS	Cost is based on the amount of sidewalk, road, sod and curb to be disturbed like in the CPTDCWWD permit.
CPTPDUKE-- Street Opening Permit for Duke Energy - Electric	248	Duke Energy - Electric has work in the right of way	Traffic & Engineering (DOTE); Duke	WITHIN 10 DAYS	Cost is based on the amount of sidewalk, road, sod and curb to be disturbed same as CPTDCWWD permit.
CPTPDUKE – Street Opening Permit for Duke Energy - Gas	1027	Duke Energy - Gas has work in the right of way	Traffic & Engineering (DOTE); Duke	WITHIN 30 DAYS	Cost is based on the amount of sidewalk, road, sod and curb to be disturbed same as - CPTDCWWD permit.
CPTPEQPT – Equipment Permit – Dumpsters, Cranes, Lifts, Manhole Access, and Scaffolding	1286	Private Contractor: Equipment in ROW	Traffic & Engineering (DOTE); Private Company	WITHIN 5 DAYS	Cost is \$86
CDTPEXLD - Excess Load Permit	823	Individual transport of truck/item larger in size or weight than allowed by CMC	Traffic & Engineering (DOTE); Engineering Division Structures	WITHIN 3 DAYS	Cost is \$40 if over it is excess size and \$75 if it over the weight limit.
MSD Permit for maintenance or emergency work	643	MSD has work in ROW for laterals, maintenance or emergency	Traffic & Engineering (DOTE)	WITHIN 10 DAYS	Cost is based on the amount of sidewalk, road, sod and curb to be disturbed same as CPTDCWWD permit.
CDTPMSDC – MSD Permit for maintenance or emergency work	9	MSD has a planned engineering project	Traffic & Engineering (DOTE); MSD	WITHIN 21 DAYS	Cost is based on the amount of sidewalk, road and curb to be disturbed same as CPTDCWWD permit.
CDTPNITE– Night time work permit	2	Contractor who already has a work permit requests waiver to the City's nighttime construction noise	Private Contractor	WITHIN 2 DAYS	No cost
CDTPRPP – Residential Parking Permit	125	Resident request for parking permit in the 2 Council approved residential parking	NO ADDITIONAL COORDINATION REQ	WITHIN 3 DAYS	\$30 for a full year
CDTPSTOP – Street Opening permit for New infrastructure	779	Utility infrastructure installation (besides Duke Energy, MSD, CWW) or private contractor – (example new conduit, sidewalk, driveway)	Traffic & Engineering (DOTE); TPUD (DOTE)	WITHIN 21 DAYS	Cost is based on the amount of sidewalk, road, sod and curb to be disturbed same as CPTDCWWD permit.
CDTPSWDWE– Sidewalk or Driveway Permit	751	Sidewalk or driveway being replaced in-kind	Property Owner	WITHIN 2 DAYS	Cost is based on the amount of sidewalk replaced. The first 20 linear feet is \$22.00. After that the cost is \$7 for each additional 50 feet. Driveway is \$9.50 for first 20 linear feet and \$12.00 if over 20 linear feet.
CDTPUSE– Use Permit	453	Individual/organization wants to use the right of way (e.g., valet, no parking restrictions, filming, Required for all contractors who want to work in ROW.	Permittee; Traffic & Engineering (DOTE); TPUD (DOTE); CPD	WITHIN 2 DAYS	No cost
CPELIC – Street Contractor	509	Required for all contractors who want to work in ROW.	Law Department	WITHIN 10 DAYS	New for year - \$120. Renewal for Year - \$85. Second half of year permit - \$60.

Street Rehabilitation & Paving.

- **GOAL:** Monitor street paving costs to ensure that Department is able to complete promised number of lane miles & increase overall PCI of City streets by not exceeding \$176,000 estimated cost per lane mile.
- **Follow-up: Lane Mile: PCI Rating Tracker.** As a follow up to the last CincyStat meeting, the department was asked to provide a list of all lane miles in each contract with pre-paving PCI rating & rating classification.

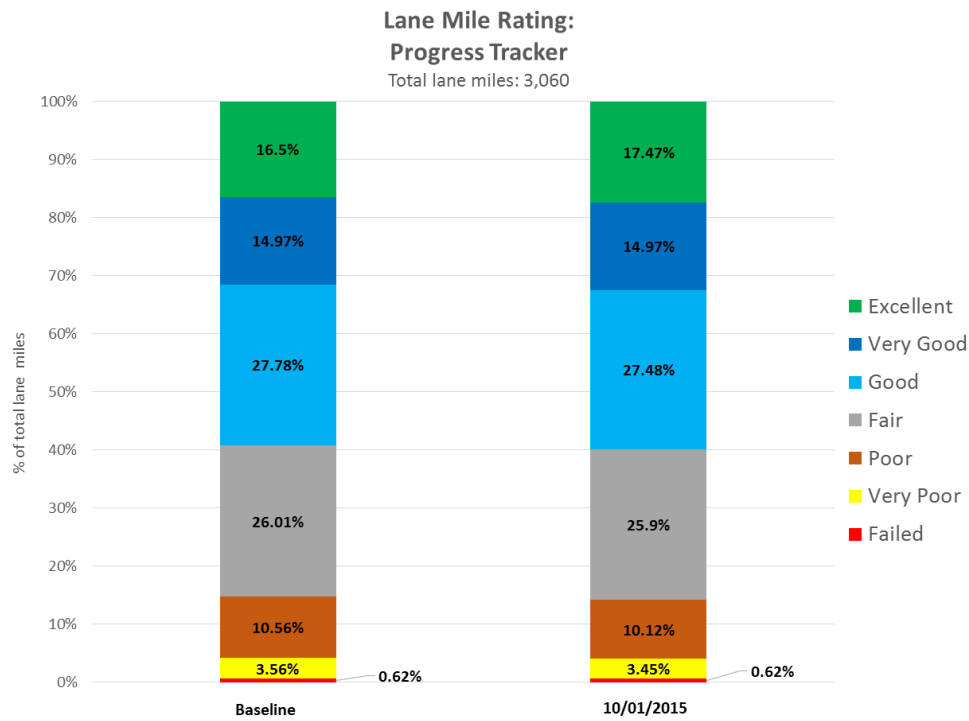
2015 Street Rehab Contracts: Baseline Condition

Contract	Excellent	Very Good	Good	Fair	Poor	Very Poor	Failed	Total Segments
2015 CIP #1	0	0	0	3	5	3	0	11
2015 CIP #2	0	0	0	3	11	7	1	22
2015 CIP #4	0	0	0	6	15	7	1	29
2015 CIP#6	0	0	0	2	9	5	2	18
2015 CIP #7	0	0	0	5	7	5	1	18
Clinton Springs & Mitchell Rehab	0	0	1	1	1	0	0	3
HAM-42/561-6.93/0.00	0	0	1	1	0	0	0	2
Tennessee & Reading Rehab (SCIP)	0	0	1	0	1	0	0	2
TROD	0	0	0	0	1	2	0	3
TOTAL:	0	0	3	21	50	29	5	108

2015 Street Rehab Contracts In Progress: Condition to-date

Contract	Excellent	Very Good	Good	Fair	Poor	Very Poor	Failed	Total Segments
2015 CIP #1	11	0	0	0	0	0	0	11
2015 CIP #2	5	0	0	3	9	5	0	22
2015 CIP #4	0	0	0	6	15	7	1	29
2015 CIP#6	0	0	0	2	9	5	2	18
2015 CIP #7	0	0	0	5	7	5	1	18
Clinton Springs & Mitchell Rehab	0	0	1	1	1	0	0	3
HAM-42/561-6.93/0.00	2	0	0	0	0	0	0	2
Tennessee & Reading Rehab (SCIP)	0	0	1	0	1	0	0	2
TROD	0	0	0	0	1	2	0	3
TOTAL:	18	0	2	17	43	24	4	108

- **Lane Miles: Citywide.** The following chart shows the progress of lane miles



- **2016 Street Rehab: Department Update.** The department was asked to provide updates on the following for today's CincyStat meeting:

- 2016 Street Rehab Contracts: Baseline Condition

Contract	Excellent	Very Good	Good	Fair	Poor	Very Poor	Failed	Total Segments
TOTAL:	2	4	37	164	180	103	25	515

- **Third 2016 Street Rehab Contract Bid.** When available, the Department was asked to provide a cost update for the third 2016 CAP Street Rehabilitation contract bid out. The goal of this discussion is to assess whether the \$176,000 estimate per lane mile will be consistently exceeded, and if so, what contract unit prices are driving this cost increase.



Customer Service Requests.

- **GOAL:** The goal of reviewing customer service requests and CSR use by the department is to increase quality of customer service by ensuring that requests are properly handled, and service requests don't have long backlogs of open requests. City agencies should be responding to service requests in a timely, communicatively manner, and fully utilizing the CSR system to this end.
- **Department Update.** The department was asked to provide an update on the following follow-up items:
 - **CSR/CAGIS Training.** Following the last meeting, the department committed to CSR desktop user training for employees who interact with and/or should be closing out service requests.
 - **Process changes.** The department was asked to create and report back on process changes taken to ensure that CSRs are being regularly looked at, monitored, and appropriately closed out.